

Action Plan for Jasmine Court Independent Hospital



Date of last published inspection report – 22 August 2019

We are writing to share with you our response and action following the last CQC inspection. During the inspection, there were many positive areas identified however for the purpose of this statement, we have focused on the action taken since the inspection in response to some areas of improvement identified.

This is to provide appropriate assurance to our patients and relatives (as well as other key health and social care partners) that we take all feedback seriously to ensure a great lived experience for our patients.

Actions taken to improve the service following the inspection:

- A full action plan was produced and shared with the regulator on 23 August 2019.
 - Within this, we detailed robust initiatives to address all the issues the regulator had identified during the Inspection which took place in July 2019
 - We have gone further to explore and implement initiatives to secure the quality of care provided at Jasmine Court and safety of our patients and staff and to meet the commissioning expectations. For example, we prioritised the implementation of meaningful activities delivered in our hospital as well as outside our hospital by our new Occupational Therapist and Occupational Therapy Assistant. We prioritized building a service that 'LISTENS' to our patients and families and 'LEARNS' from a continuous improvement process and work with all or stakeholders to co-produce transforming health outcomes
 - We set out a comprehensive quality vision as an overarching goal that directs our daily work behaviours with Barchester core values as pillars. For example, we recruited and trained several staff, incentivised them and have steadily reduced agency use.
 - We have radically and creatively re-engineered the therapeutic environment so that it is more dementia friendly allowing individuality, independence, interest and safety. For example, we successfully completed the Barchester dementia care Foundation programme with all our corridors now themed and supporting exploration and memory for dementia patients. We also implemented a profile board, photobook, 'this is me booklet' and champions among many other exciting projects.
 - In respect of medication management, we introduced the use of Kardex card systems of prescription and we improved communication between us, the GP surgery and the Pharmacists. We introduced stringent monitoring systems via daily audits and reporting at the morning managers meetings and reviews. We have recruited more experienced nurses to oversee our programme of transformation. We have achieved significant and robust improvements in this regard.
 - With regards to management and learning from incidents we have strengthened our governance systems and provided further training for staff in recognising, managing, reporting and analysing incidents with a view to aid reflections and learning. All incidents are reported in our clinical governance systems and reviewed during our morning team meetings where reflections and lessons learnt are discussed and action plans agreed for improvements. The Hospital Director has a consistent oversight of incidents and learning. Furthermore, these have multiple reviews in the governance framework including the Multi-

Disciplinary Team meetings, monthly staff meetings and monthly clinical governance meetings. Incidents involving patients are shared and discussed with families and care coordinators and their input encouraged. Appropriate and timely notifications are immediately made to statutory bodies and we implement the duty of candour, investigate and report outcomes as well as implementing recommendations following robust investigations. Our approach is to be open and transparent and to use every opportunity to learn and embed learning through our continuous improvement and transformation cycle.

- In relation to best interest records, we commenced this process by training every member of staff on the key 5 principles of the Mental Capacity Act to enhance the practice of the best interest process. On admission, best interest discussions take place with the responsible clinician and these are recorded using Barchester best interest forms. Patients and families are fully involved and their views are obtained and recorded on the forms. Best interest reviews and discussions cover all areas of restrictive practices, medications and personal care activities. Further assessments of best interests take place if, and when, there are further areas not covered such as is the case during the COVID-19 pandemic period where it was imperative to restrict visits and manage issues such as testing, isolation periods or barrier nursing requirements. All best interest records are regularly reviewed.
- Since the inspection a new Hospital Director has been appointed (September 2019) and the new Hospital Director is registered with the Care Quality Commission.
- Jasmine Court works to maintain quality through robust key clinical performance indicators and audit based on multi-qualitative and qualitative audit tools. We report on quality and progress towards outcomes to commissioners, Barchester Healthcare's Safety and Quality Governance Committee, and to our wider group stakeholders via our Quality Accounts.
- Barchester Healthcare has a range of internal support teams which are on hand to individually support our hospitals to deliver the best quality patient experience. There are also a range of audits which take place at hospital, regional and corporate level to ensure additional quality assurance.

Below are a few examples of how the hospital has provided life enrichment and activities for the patients recently:

- From the dementia care Foundation Programme, we themed our corridors and provided lots of memory/sensory enhancing objects with full unrestricted patient access for example, our pet themed corridor has items of toy animals and pets which patients can pick up, play with, walk around with and keep in their rooms.
- We have introduced new artefacts for the 4 corridors (beach, transport, pets and garden) such as books for the patients to read throughout the day which we are trying to encourage patients to do to help stimulate the brain as well as sensory objects for the patients who work at a sensory level.
- Our OTA wrote: "Amongst the activities I have introduced recently are karaoke which is held on a Friday which gives the patients an opportunity to express themselves through singing, bingo on a Thursday afternoon which was well received and we hope to continue new and exciting activities in the near future"
- Before the pandemic, we hired a musician who came to the unit every Wednesday and interacted in music therapy sessions with our patients. During the pandemic when this was no longer possible and because this activity was very popular with patients, our OTA introduced the use of Bluetooth technology and headphones to continue to provide exciting music individually via the headphones and to a group via the TV in the lounge. We purchased new arts and crafts and a karaoke machine and play this on Fridays allowing our patient group to express themselves through music and art.

We also introduced pet therapy pre-COVID and during the pandemic we made use of our interactive CAT which our patients love, hold and interact with.

- We employed the services of a hairdresser and a chiropodist which was interrupted during the pandemic but we supported our own support workers to undergo training in podiatry and hair cutting and now we have our own qualified staff undertaking these activities with our patients ensuring that their personal grooming did not suffer due to visiting restrictions.
- Our OT department has a wide range of old and new activities especially since COVID-restrictions, we introduced individual and group specific vibrant activities such as mini- indoor golf, basketball, darts, 'football with a goal' in the internal courtyard garden, and movie nights, etc.

Below are a couple of examples of recent feedback we have received from significant people who visit Jasmine Court Independent Hospital.

- 'As always, many thanks for the detailed update and for the continued support of the team in delivering a very high standard of care and treatment to our commissioned patients. It is very much appreciated'.
- 'I would like to thank you so very much for all the love and care you gave to (name removed) in the last 4 years. I know he was looked after very well and settled and I am very grateful. Thanking you all'.
- 'Dear everyone, words cannot describe how eternally grateful I am for you all looking after dad during these tricky times. Hopefully, I will see you all soon. A box of goodies for everyone and crisps will arrive next. All my love....xxx'.
- 'I came to see my husband on Saturday and he is at the best I have seen him for a very long time. Thanks to all the staff at Jasmine that I do not have to worry about his wellbeing and safety- relative during a recent CPA meeting'.
- 'A Big Thank You' I wanted to send a short message to you all at Jasmine Court to express my appreciation for your hard work and commitment during these strange and troubled times. The love and care you all give my father is very much appreciated and it is comforting to know that even though it is possible for me to visit at present, my dad is receiving the very best of care. Stay Strong and Stay Safe'. Son of a patient at Jasmine.

If you would like to know more about the great things that are happening at Jasmine Court Independent Hospital, then please do contact the hospital directly on 01992 786815 and ask to speak with the Hospital Director about the services we could provide to your loved one.

06/10/2020

Hospital Director